

JOB DESCRIPTION

Post Title:	Correspondence Officer
Post Reference:	TVCA 115
Grade:	I
Duration:	Permanent
Responsible to:	Mayor's Chief of Staff

Job Purpose

The post will provide an efficient and professional correspondence and administration service to the Combined Authority, including the Mayor's Office and the Cabinet. The post will have regular contact with all staff at the Combined Authority, members of the public and will engage with a wide range of partners and stakeholders internally and externally.

Duties & Responsibilities

1. To develop and maintain an efficient and effective correspondence handling system for the enquiries received to the Combined Authority, relating to the Mayor's office and the Cabinet. To ensure that all correspondence is logged and tracked and dealt with swiftly. To develop and maintain a system for tracking cases where advice is required, to ensure that these are dealt with, and that contact with the correspondent is maintained throughout.
2. Maintain and update a set of model responses for inclusion in written (email or letter) replies to public enquiries and generate standard lines to take in response to telephone and written enquiries.
3. Identify and communicate sensitive correspondence to senior officers appropriately.
4. Work with officers across the Combined Authority to ensure consistent public messaging.
5. Assist with diary management, where appropriate, including preparation for internal and external meetings and any associated travel.
6. Produce documentation from copy, audio, email and verbal formats, as required. Format and present documentation, as required, e.g. mail merge, reports, presentations.
7. Ensure the completion and return of any appropriate documentation in relation to the Mayor's Office and the Cabinet.
8. Monitor associated email inboxes, as required, in a confidential and sensitive manner to ensure important matters are advised, actioned or delegated as appropriate.
9. Assist with the wider administration functions for the Combined Authority, as required.
10. Undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
11. To take reasonable care of your own Health and Safety and co-operate with management, so far as is necessary, to enable compliance with the health and safety rules and legislative requirements.
12. Work flexibly and undertake such other duties and responsibilities commensurate with the grading and nature of the post.

13. Ensure compliance with Corporate Governance procedures, procurement regulations and the Data Protection Act.
14. To work flexibly and undertake such other duties and responsibilities commensurate with the grading and nature of the post.
15. To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
16. To take reasonable care of your own health & safety and co-operate with management, so far as is necessary, to enable compliance with the authorities health and safety rules and legislative requirements